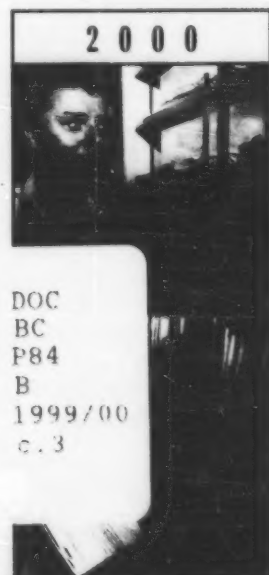




PUBLIC SERVICE EMPLOYEE RELATIONS COMMISSION
A N N U A L R E P O R T



LEGISLATIVE LIBRARY
VICTORIA BC VICTORIA APR 05 2001



101-04455/

PUBLIC SERVICE EMPLOYEE RELATIONS COMMISSION
A N N U A L R E P O R T

1999
2000



Canadian Cataloguing in Publication Data

British Columbia. Public Service Employee Relations Commission.
Annual Report. -- 1995/96-

Annual.

Running title: Public Service Employee Relations Commission annual report.

Reports for 1996/97 and 1997/98 combined.

Report year ends Mar. 31.

ISSN 1483-6548 = Annual report - British Columbia.

Public Service Employee Relations Commission

1. British Columbia. Public Service Employee Relations Commission - Periodicals.

2. Civil service - British Columbia - Personnel management - Periodicals.

I. Title: Public Service Employee Relations Commission annual report.

JL432.Z13P44

352.6'8'09711'05

C98-802403-9



LETTERS

December 2000

The Honourable Garde B. Gardom
Lieutenant-Governor of British Columbia

May it please Your Honour:

I have the honour of submitting the Annual Report of the Public Service Employee Relations Commission for the fiscal year from April 1, 1999 to March 31, 2000.

Sue Hammell

Minister Responsible for the Public Service

December 2000

The Honourable Sue Hammell
Minister Responsible for the Public Service

Minister:

I am pleased to submit the Annual Report of the Public Service Employee Relations Commission for the period of April 1, 1999 to March 31, 2000.

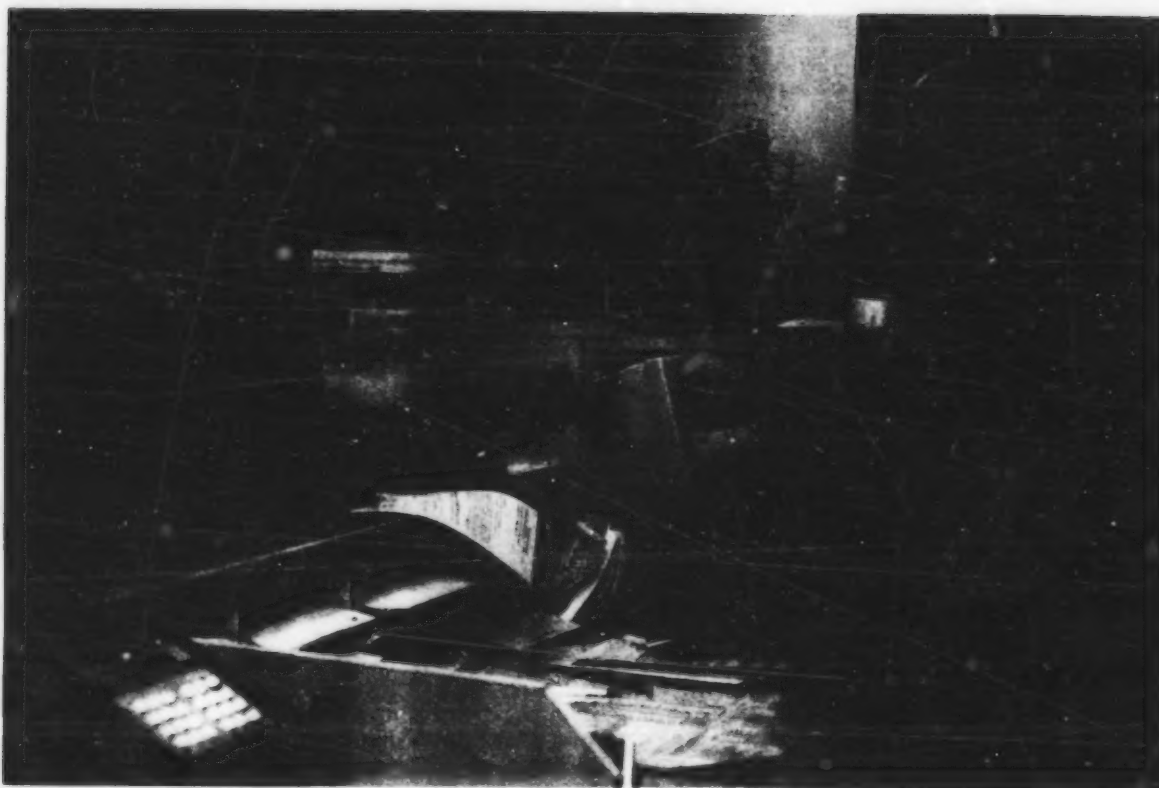
Valerie Mitchell

Commissioner

Public Service Employee Relations Commission

1999
2000

PUBLIC SERVICE EMPLOYEE RELATIONS COMMISSION



ANNUAL REPORT

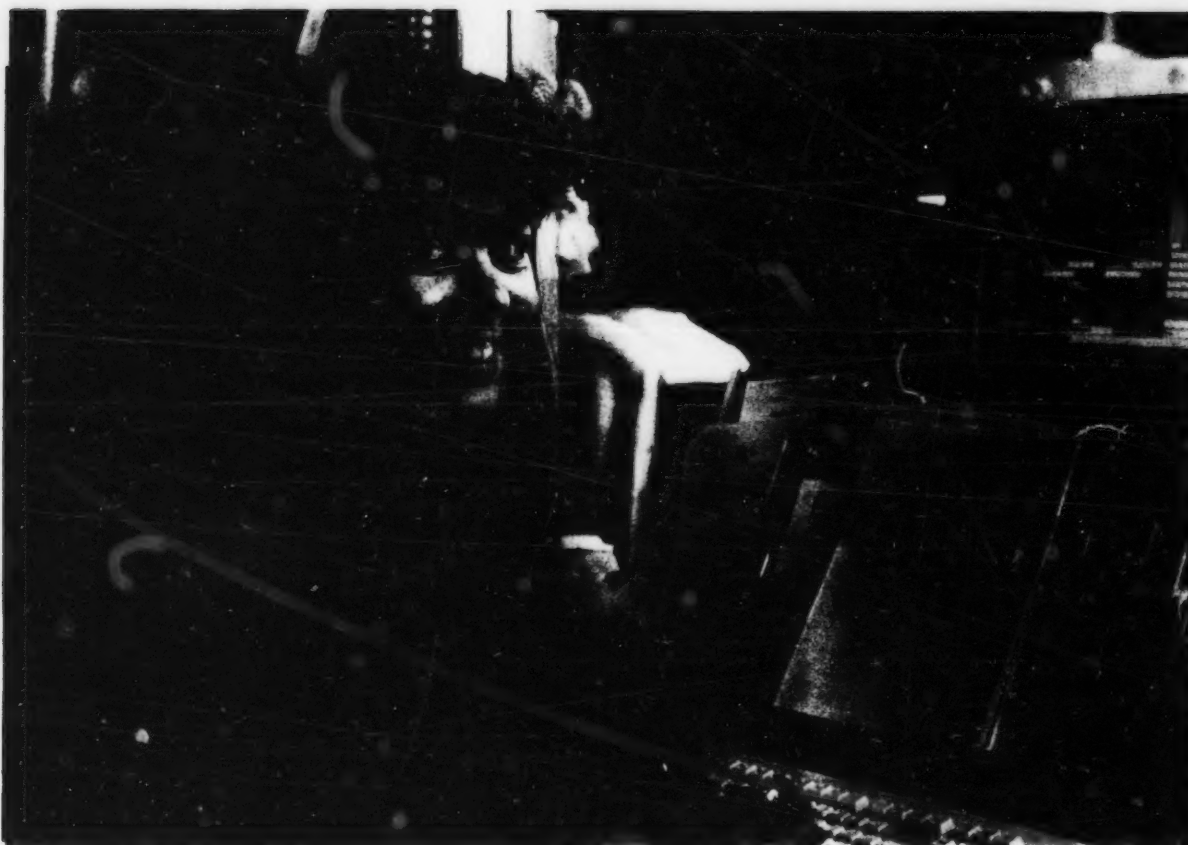


TABLE OF CONTENTS

Message from the Commissioner	1
Achievements in 1999/2000	3
Commission at a Glance	5
Developing a Professional and Representative Public Service	7
Staffing and Workforce Adjustment / 7	
Employment Equity and Diversity / 9	
Employee Development / 11	
Employee Involvement, Recognition and Innovation / 13	
Establishing and Administering Terms and Conditions of Employment	15
Labour Relations / 15	
Classification and Organization / 16	
Employee Benefits / 18	
Central Payroll and Personnel Information / 21	
Internal Management and Support Services	23
Communications and Freedom of Information / 23	
Systems Support / 24	
Finance and Administration / 24	
Succession Planning	25
Performance Plan Achievements in 1999/2000	27
Public Service Profile	31
Expenditures	41
Appendices	43

1999
2000

PUBLIC SERVICE EMPLOYEE RELATIONS COMMISSION



ANNUAL REPORT



MESSAGE FROM THE COMMISSIONER

I am pleased to present the 1999/2000 Annual Report for the Public Service Employee Relations Commission.

It has been a busy and productive year for the Commission. At the beginning of the year, we prepared and published our first performance plan, which has guided our work throughout 1999/2000. This report reflects the Commission's achievements in the core business areas identified in the plan.

All the Commission's priorities reflect the need to ensure that human resource management systems across government support efficient, effective and responsive service delivery. For example, we are working on improved efficiencies in staffing, human resource and pay-information processing, and dissemination of information from the Commission to ministries and agencies.

An aging workforce and increasing diversity in the demographics of the province have resulted in unique challenges to the human resource community. The Commission is responding with objectives that assist ministries with constructive labour relations, effective recruitment and retention strategies, and practical tools for succession planning.

This year, we realigned the Commission's resources to ensure that its structure supports our strategy and priorities. The major change was the establishment of an Organizational Development Division. The focus on organizational development supports a strategic approach to recruitment and retention by bringing together the areas of staffing, employment equity, employee learning, employee recognition, workplace innovation and communications.

The Commission's organization chart paints only one part of the picture. The rest of the picture includes the wide range of committees, task forces, projects and collaborative processes that the Commission leads or participates in to build and sustain an effective human resource system for the B.C. public service.

The achievements of the Commission have to be shared with ministries, organizations representing employees, and a number of other partners. While the Commission plays a regulatory role as set out in the Public Service Act, we carry out this role with a service orientation. Collaboration with ministries and other agencies is vital in achieving our goals and objectives.

I am pleased to have had the opportunity to guide the Commission through the work of this past year. My predecessor, Maureen Nicholls, led the development of the 1999/2000 business plan and initiated the process to realign our organizational resources to support our strategy. Maureen's leadership and vision during her tenure left a lasting legacy with the Commission. She was appreciated by all who worked with her.

The Commission is moving into the twenty-first century with confidence in its approach to human resource management in government. Our challenges are daunting, but they are well researched and we are well prepared. Our prime objectives are clear and unwavering - continued good service to the public and increased recognition for our employees, government's most vital resource.

Valerie Mitchell

Commissioner

Public Service Employee
Relations Commission

ACHIEVEMENTS IN 1999/2000

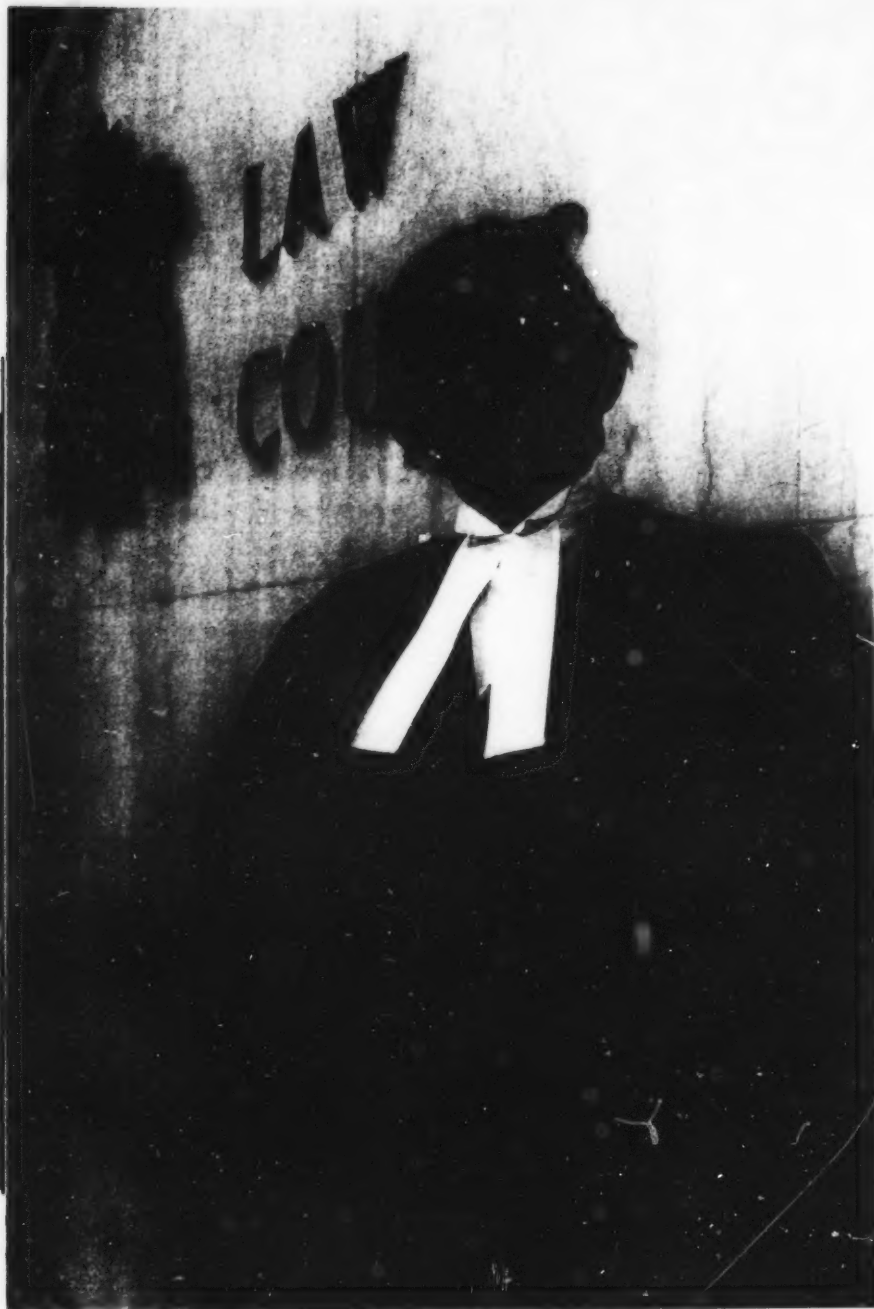


The 200 staff in PSERC provided a wide variety of human resources services in 1999/2000. The following is a sample of their achievements:

- The Commission successfully ran a \$1.6 billion gross payroll with minimal disruption.
- Employee Recognition Program branch won a Performance Excellence Award from the International Employee Involvement Association.
- The Commission continued government-wide implementation of the new job evaluation plan which covers approximately 30,000 BCGEU bargaining unit positions.
- Referrals from the Recruitment Access Offices in Victoria and Vancouver resulted in the hiring of 1,000 applicants; 400 of these positions were filled from employment equity groups.
- The Commission delivered a training program for managers on disability case management to hundreds of employees throughout the province.
- All Y2K related activities and documentation were successfully completed. There was a 100 per cent success rate of rollovers during the transition period.
- The Commission opened a Recruitment Access Office in Prince George in January 2000 to provide referrals for entry-level and auxiliary positions in the north.
- The Commission developed and implemented a pilot Executive Development Program.
- Staffing Division completed a Business Process Improvement project. Other divisions have started similar projects in order to help the Commission to become more efficient and streamlined.
- The Commission held an inaugural Public Service Awards luncheon for Vancouver Island Region to recognize excellence in the public service.
- The Commission successfully implemented the expanded British Columbia Employee Family Assistance Program to provide assessment and counselling services.



PUBLIC SERVICE EMPLOYEE RELATIONS COMMISSION



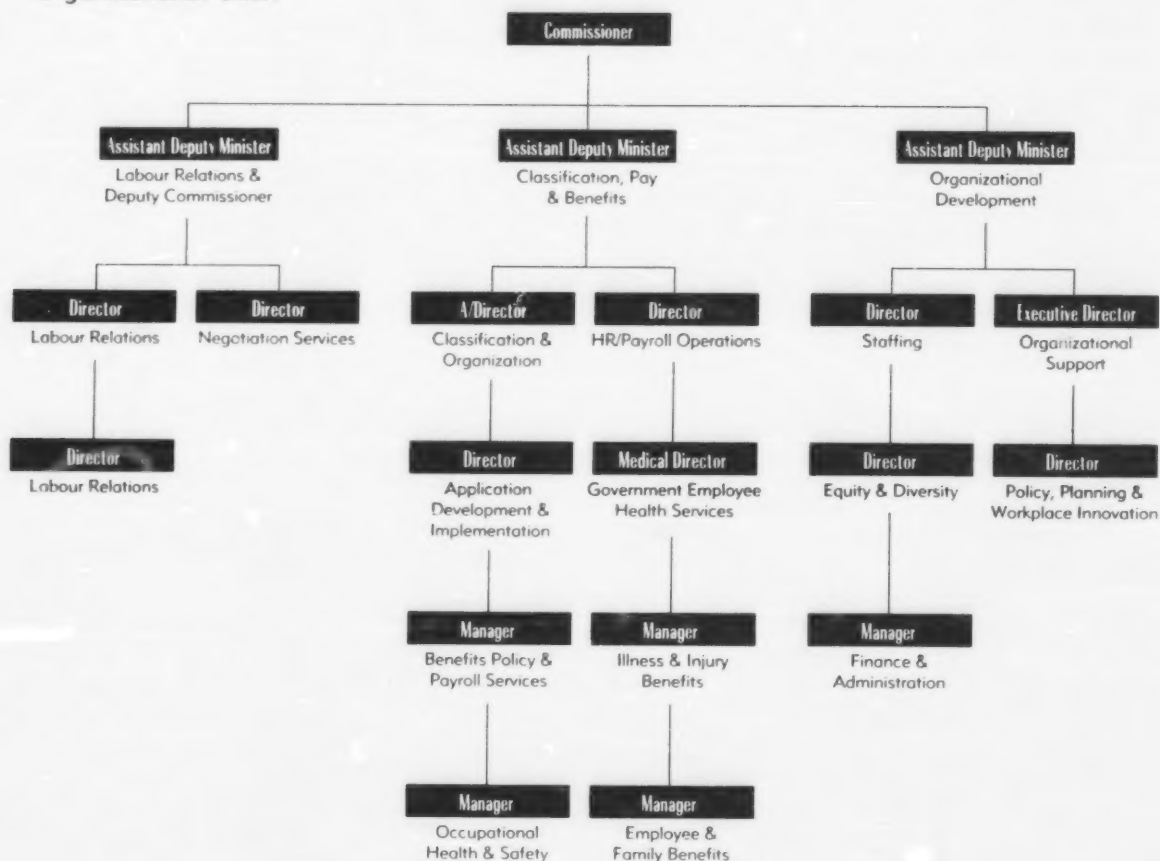
ANNUAL REPORT

Operating Expenditures



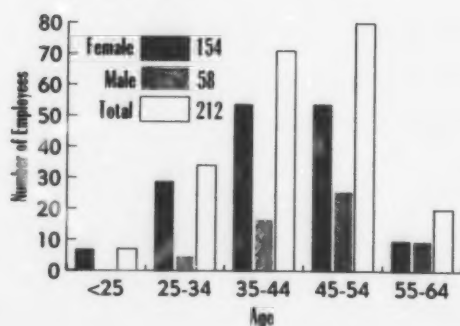
COMMISSION AT A GLANCE MARCH 31, 2000

Organizational Chart

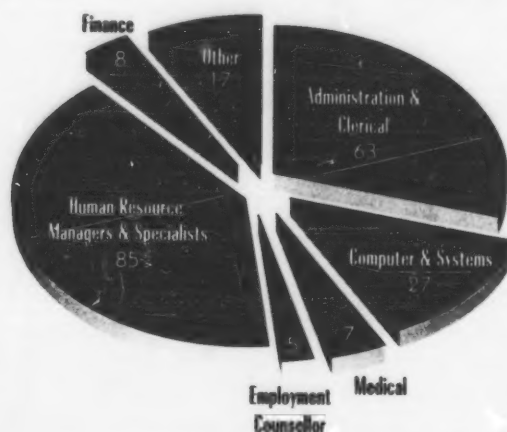


COMMISSION AT A GLANCE
MARCH 21, 2000 (cont'd)

Age & Gender



Type of Work



Based on National Occupational Codes

Equity & Diversity

	% of BC Pop.	Regular %	Auxiliary %
Women in Senior Management	-	33	-
Women	51	69	74
Visible Minorities	20	6	37
Aboriginal	4	2	<3
Persons with Disabilities	8	5	16

Location of Work

Location	Employees
Kamloops	2
Port Coquitlam	2
Vancouver	6
Victoria	202
Total	212

Branches

	No. of Employees
Benefits Policy	3
Commissioner's Office	4
Compensation/Classification	19
Corporate Pay & Benefits	6
Employee & Family Benefits	6
Employee Development	20
Employment Equity	6
Finance & Administration	13
Government Employee Health Services	15
Illness & Injury	12
Labour Relations	25
Occupational Health & Safety	5
Payroll Operations & Information Management	41
Policy, Planning & Workplace Innovation	13
Staffing	12
Systems Services	8
Youth Employment	4
Total	212

DEVELOPING A PROFESSIONAL AND REPRESENTATIVE PUBLIC SERVICE



STAFFING AND WORKFORCE ADJUSTMENT

Overview

The authority to hire under the *Public Service Act* rests with the Commissioner, while individual ministries carry out the actual hiring. The Commission develops hiring standards and policies, and works with ministries and agencies on staffing approaches and appeals of staffing decisions to the Public Service Appeal Board.

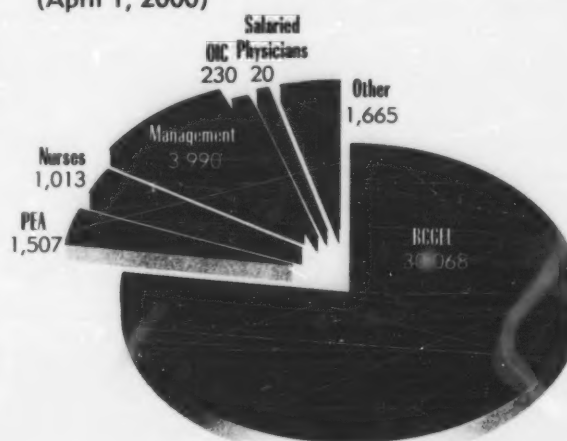
The Commission regularly publishes *Postings*, a tabloid of vacant positions in the public service, and coordinates all outside advertising activities related to staffing. Job postings are also on the Internet at PSERC's Web site, www.gov.bc.ca/pserc

The three Recruitment Access Offices in Vancouver, Victoria and Prince George provide one-stop job application and referral service for entry-level, auxiliary and other designated positions. The offices reduce the workload and duplication of effort in ministry offices, resulting in improved services and better access for members of the public who are looking for government jobs.

The Commission continues its role in ensuring that the principle of merit is applied in

recruitment and selection of employees and assisting ministries with workforce adjustment initiatives.

Employee Group - Public Service Employees (April 1, 2000)



Year in Review

A total of 2,018 competitions were posted in 25 issues of the *Postings* tabloid, covering 2,342 positions, 1,495 of which were posted in-service and 847 out-of-service.

There were 116 appeals of hiring decisions. Of these, 20 went to a hearing of the Public Service Appeal Board. Eight appeals were granted; 12 denied. The rest were settled without a hearing or through a pre-hearing decision.

A Recruitment Access Office opened in Prince George in January 2000 to provide referrals for entry level and auxiliary positions in the north. The major emphasis of this office is outreach and working with northern employment equity organizations to build applicant inventories.

Referrals from Recruitment Access Offices resulted in the hiring of 1,029 applicants - 720 in Victoria, 306 in Vancouver and three in Prince George. Of these, 434 positions were filled from employment equity groups (52.6 per cent of Vancouver hires, 37.9 per cent of Victoria hires).

This was the second year of funding for the Public Service Youth Employment Initiative, part of the government's Youth Options Program sponsored by the Premier's Office. There were 1,106 hires under the Co-op and Youth Employment Programs. A total of 149 youth hires were funded under the Public Service Youth Employment Initiative and 957 hires were funded by ministries. Eleven youth interns were also hired.

The Business Process Improvement project, which was started last fiscal year, was completed in November 1999.

Implementation has resulted in streamlined codes for staffing functions, standard management indicator reports and a process for continually identifying improvement opportunities in the staffing functions.

The online applicant inventory system expanded to include not only information technology positions, but also communications professionals and tax auditors.

All management, information technology, communications, tax auditor and

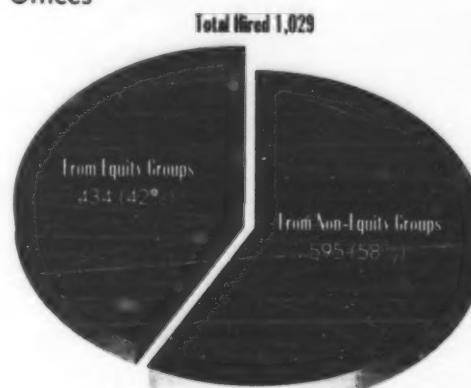
geographically restricted competitions are advertised electronically.

New selection standards supported by electronic testing were introduced for clerical positions. The six-month, electronic job-share-registry pilot was successful and has been made permanent.

Approximately 500 employees in the ministries of Forests and Environment, Lands and Parks were affected by downsizing. At the end of the fiscal year, 70 still needed permanent placement and the remainder were either placed or had taken a voluntary severance package.

The staffing and workforce adjustment area of the Commission cost \$1,041,765 and used 14 FTEs. In addition, the budget for the Youth Employment Initiative was \$1,451,000 and utilized 49 FTEs.

Employees Hired as a Result of Referral From Recruitment Access Offices



Key Activities Planned for 2000/2001

- Increase focus on improving representation of employment equity groups.
- Review and update selection standards for major job classifications.

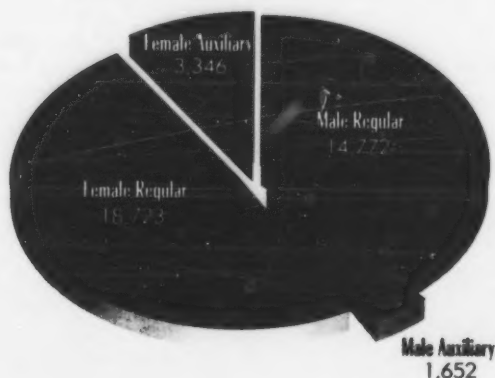
- Support ministries in increasing youth hires for the third and final year of the corporate funding initiative.
- Continue to review and improve methods for advertising and posting government jobs.
- Identify efficiencies in staffing process to make recruitment faster and simpler.
- Develop recruitment and succession-planning strategies to meet future needs based on projections of future skill gaps and shortages.

EMPLOYMENT EQUITY AND DIVERSITY

Overview

The *Public Service Act* provides for the recruitment and development of a well-qualified and efficient public service that represents the diversity of the people of British Columbia. The Commission assists ministries and agencies by developing and implementing employment equity policies and programs that remove barriers and provide opportunities to traditionally disadvantaged groups. The Commission also assists ministries

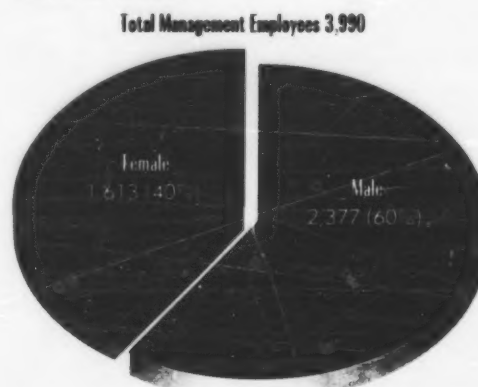
Gender - Public Service Employees (April 1, 2000)



to evaluate the effectiveness of their efforts and to adjust imbalances in the makeup of their workforce.

Equity and diversity programs are aimed at four under-represented groups in government – aboriginal peoples, visible minorities, persons with disabilities, and women in non-traditional occupations.

Gender - Management Employees (April 1, 2000)



Year in Review

The Commission provided ministries guidelines and formats for establishing numerical goals and updating action plans for equity and diversity. It also advised and supported individual ministries in developing goals and action plans.

Semi-annual workforce profile reports (ministry and government-wide) were prepared for deputies across government.

The Commission assisted ministries in obtaining approval from the Human Rights Commission and unions for preferential hiring of under-represented group members for auxiliary positions.

The Commission supported regional outreach committees with planning and

communications by coordinating resources and providing advice.

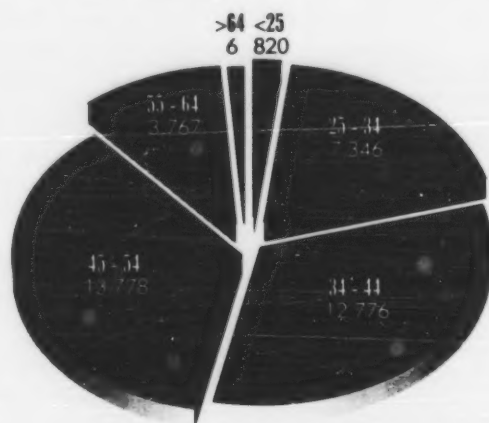
Equity-related training was promoted, developed and reviewed across government.

The Commission supported the Union Management Steering Committee on Employment Equity (UMSCEE) in its review and analysis of ministry 1998/99 progress reports and in development of the UMSCEE report.

The Commission supported the 1999 implementation of a mentoring program for equity group members through co-ordination and delivery of orientation sessions. The benefits and outcomes of participation in the 1998 mentoring program were evaluated.

The equity and diversity area of the Commission had a budget of \$369,914 and four FTEs.

**Age - Public Service Employees
(April 1, 2000)**



Key Activities planned for 2000/2001

- Revise guidelines and formats for employment equity action plans, employment equity progress reports and numerical goals.
- Support Union Management Steering Committee on Employment Equity in annual review and analysis of employment equity progress reports and in developing the annual UMSCEE Progress Report.
- Support and assist Employee Learning Services with development and delivery of current and new equity and diversity training and presentations, particularly those targeted to executives and managers, to increase their competency in managing a diverse workforce.
- Incorporate employment equity goals and results into Commission-managed Internship Program, Youth Employment Program and developmental positions.
- Follow up with ministries regarding the status of implementation of the "Barriers Paper", a report that sets out the terms to ensure removal of barriers to employment and advancement of designated groups in the public service.
- Establish targets for participation by designated group employees in the Executive Development Program and Management Development Program.
- Support Employee Learning Services in the development of career planning tools, workshops, and other career development activities and promote participation by members of designated groups.

- Review Staff Appreciation Awards Policy and explore potential application to employment equity.
- Review the Commission's printed and electronic communications to public about recruitment and employment in the public service, to ensure government's commitment to employment equity is clearly identified.
- Update and restructure the equity and diversity Internet and Intranet sites.

Size of the Public Service (April 1, 2000)



EMPLOYEE DEVELOPMENT

Overview

The Commission has two broad employee development programs.

Employee Learning Services develops and coordinates staff training, and educational and development programs. The Career Development Resource Centre provides voluntary and confidential counselling services to employees who require career development and transition services.

Employee Learning Services is responsible for:

- promoting the role of learning in government;

- surveying government learning needs and generating annual training plans; and
- managing the development, delivery and evaluation of competency-based learning programs, products and services.

The Career Development and Resource Centre was established by the Commission in 1995 and offers four core services to employees and client organizations:

- career counselling, including transition counselling, interview coaching, resume preparation, job-search support and career assessment;
- vocational assessments;
- support to client organizations and employees during organizational transitions, including announcement-day support; and
- workshops on topics such as communications, career transitions, coping with change, resume preparation, Myers Briggs Type Indicator and Strong Interest Inventory for career and team development.

Year in Review

The Commission's Employee Learning Services continued to implement a learning strategy that emphasizes the need for corporate training programs to support key government strategic directions, complement ministry business needs, and further the development of a progressive learning culture in the public service.

The Commission continued work on a competency framework to ensure learning program development is linked to the business needs of government and other human resource management functions. The

Commission also continued the development of a comprehensive executive development program, and sponsored learning events that profiled innovative approaches to learning, such as web-based learning.

Seventeen learning activities were offered using satellite technology. Through video-conferencing, several prominent information technology speakers presented affordable, state-of-the-art briefings to large numbers of information technology professionals.

A total of 579 courses were offered by Employee Learning Services to 6,048 employees at a cost of \$2,873,293.

A total of 546 staff participated in programs delivered by the Career Development Resource Centre. The largest number took part in workshops (199), followed by career counselling (140). Services were received in various locations across the province, with the majority in Victoria. As well, the centre developed and implemented a new executive development program, assessed 147 applicants, and finalized the selection of 17 participants.

Employee Learning Services had an operating budget of \$1,236,000, a cost-recoverable, training services budget of \$935,000, and a centralized budget of \$2,985,000 to support the delivery of information technology professional training. A total of 16 FTEs were budgeted in this area.

The Career Development and Resource Centre had a budget of \$316,000 and \$125,000 in recoveries from ministries. There were five FTEs.

Key Activities Planned for 2000/2001

Effective April 2000, Employee Learning Services and the Career Development

Resources Centre were merged into a single branch known as Employee Learning Services. During 2000/2001 Employee Learning Services will foster a culture of learning and promote a learning organization by:

- refining the annual cross-government training needs assessment and planning to emphasize the linkages of learning to business and performance requirements;
- identifying and communicating corporate learning priorities and the need for continuous learning in support of these priorities;
- acquiring and sharing "best practices" on the value of continuous learning and learning organizations;
- highlighting the value of learning in quarterly reports to deputy ministers; and
- initiating a knowledge management pilot to develop associated strategies and processes in the public service.

As well Employee Learning Services will:

- enhance existing new employee orientation by expanding the process to include career planning and development;
- Develop and co-ordinate a deputy minister/assistant deputy minister orientation program;
- Launch the next executive development program cycle;
- Develop a comprehensive management development program;
- Continue developing a comprehensive, competency-based curriculum for supervisors, managers, and professionals in finance, informational technology, and human resources and initiate the

development of a curriculum for policy and planning professionals;

- Improve regional service delivery of training and development programs, resource sharing, and better utilization of existing programs;
- Build alliances with the public sector to achieve common training needs at lower costs;
- Ensure accountability by developing and applying evaluation tools; and
- Manage consultation services and deliver workshops on transition support to ministry executives.

EMPLOYEE INVOLVEMENT, RECOGNITION, AND INNOVATION

Overview

The Commission is committed to implementing policies and procedures that will lead to the recruitment and retention of a skilled workforce. This includes identifying impediments to effective human resource management and creating innovative alternatives.

Three programs encourage employee initiative and creativity in order to improve performance, reduce costs, and increase employee satisfaction. They are the Employee Recognition Program, Public Service Awards, and Staff Appreciation Awards.

The Commission provides ongoing policy advice and project support to the human resources management community and the Deputy Minister's Committee on Human Resources. It provides research, analysis, and advice on human rights, ethics, and standards of conduct.

The Commission develops, disseminates and implements policies and guidelines related to terms and conditions of employment and the effective management of public service human resources. It prepares draft legislation, regulations and policy directives for the approval of the Minister Responsible for the Public Service who administers the *Public Service Act*.

In the Spring of 2000, the Public Service Development Office amalgamated with the Policy and Communications Branch to form the Policy, Planning and Workplace Innovation Branch.

Year in Review

The Commission supported the Future of Work Conference in partnership with the University of Victoria and the Institute of Public Administration.

A Succession Planning research project was completed and a report was submitted to Deputy Ministers' Committee on Human Resources.

The Career Paths project was completed and presented to Human Resources directors for ministry use.

A consultation project on 360-degree evaluations was completed for the Ministry of Small Business, Tourism and Culture.

The Employee Recognition Program paid awards worth \$142,708 to 269 employees responsible for 86 different improvements that produced net annual benefits (cost savings, revenue, and productivity gains) with a value of \$7,490,629.

The Employee Recognition Program received a Performance Excellence Award, provincial

and state government category, from the International Employee Involvement Association. The program was selected as one of seven finalists in the annual public sector Award for Innovative Management, sponsored by the Institute of Public Administration of Canada.

Two new programs were implemented, Public Service Awards, and Staff Appreciation Awards. From October 1999 to March 2000, eleven ministries held 326 Staff Appreciation Award events for 2,567 employees. The inaugural Public Service Awards luncheon was held March 20, 2000 for the Vancouver Island Region to recognize 28 individual and team award winners.

Nine policies went through the consultation process and were approved by the Minister.

Two workshops were delivered for ministry ethics advisors and ongoing ethics advice was provided to senior officials.

Over 24 research inquiries from other jurisdictions were completed.

The Job Share bulletin board was developed with the Ministry of Women's Equality.

The Employee Involvement, Recognition and Innovation area of the Commission utilized 12.7 FTEs and cost \$1,247,000.

Key Activities Planned for 2000/2001

- Identify human resource trends and best practices and maintain external research scan.
- Provide a succession planning framework for use by ministries in human resource planning.
- Identify and analyze key positions that are difficult to recruit, and work with

ministries to devise alternate recruitment and retention strategies.

- Facilitate implementation of innovative work practices, tools and technology.
- Identify and report on impediments to effective human resource management.
- Support the development of a corporate human resource strategy.
- Develop new mechanisms that reward employees for excellent performance in achieving government's goals.
- Manage four Human Resource Advisor Trainees (three-year program).
- Support the development of three-year Commission, division and branch performance/business plans.
- Hold inaugural Public Service Award luncheons for the Interior and Lower Mainland Regions.
- Evaluate and refine processes related to the Public Service Awards.
- Report on Staff Appreciation Award activity across government.
- Strengthen government's recognition infrastructure by reporting to Deputy Ministers and Directors of Human Resources on the Ministry Recognition Administrator function.
- Provide corporate ethics, human rights and human resource management policy and advice.
- Develop and implement strategy for corporate human rights investigations.
- Develop external partnerships with policy development groups and post-secondary institutions.

ESTABLISHING AND ADMINISTERING TERMS AND CONDITIONS OF EMPLOYMENT



LABOUR RELATIONS

Overview

The Commission provides comprehensive negotiation and labour relations services and ensures that government's objectives in negotiation with public service unions and professional associations are met. Direction, advice and support are provided to ministries and agencies on the interpretation and application of collective agreements. The Commission represents the government on matters arising out of collective agreements and employment-related legislation at arbitration before the Labour Relations Board, and other administrative tribunals. The Commission provides negotiation assistance to other public sector employers.

Year in Review

The Commission commenced negotiations on behalf of the BC Ambulance Service to conclude a new agreement with CUPE Local 873.

The Commission continued to coordinate the government-wide joint union/management review of service contracts to determine if it was cost effective and in the public interest to bring specific programs back into the public service.

Approximately 626 grievances from four bargaining units (BCGEU, Nurses, PEA, and Queen's Printer Council of Graphic Arts Unions) that could not be resolved at the ministry level, were filed at arbitration by the unions. A total of 900 grievances including some from the previous year were routed through the expedited arbitration process using 25 hearing-days in four locations. Fifty-six expedited arbitration awards were issued. Most of the remaining were settled, withdrawn or adjourned by the parties before the hearings. The Commission was party to 24 formal arbitration awards and 10 Labour Relations Board decisions during the fiscal year.

The Commission provided labour relations specialists to deliver 31 training-days on Effective Discipline and 15 training-days on Fundamentals of Supervision to supervisors and managers in ministries. Five training-days were delivered for the joint training of union stewards and managers who respond to grievances and three training-days on Investigative Skills for the Justice Institute were provided.

The labour relations activities of the Commission utilized 23 FTEs and cost \$2,324,000.

Key Activities Planned for 2000/2001

- Prepare for and conclude BCGEU and PEA Master and Component Agreement bargaining.
- Conclude negotiations with ambulance paramedics of B.C.
- Conclude new agreements with the BCGEU, the PEA, CUPE Local 873 and the BC Crown Counsel Association.
- Conclude Supplemental Benefits agreements on behalf of the Ministry of Health, Medical Services Plan.
- Review the content and delivery of labour relations training.
- Deliver the calendar of labour relations courses.
- Complete the construction of the Labour Relations Division Intranet site.
- Complete the digital conversion of the Division's arbitration award data base.
- Review and implement a series of standard reports from the grievance tracking module of CHIPS.
- Support the Ministry of Health in its decision to transfer the BC Mental Health Society to a regional health board.

CLASSIFICATION AND ORGANIZATION

Overview

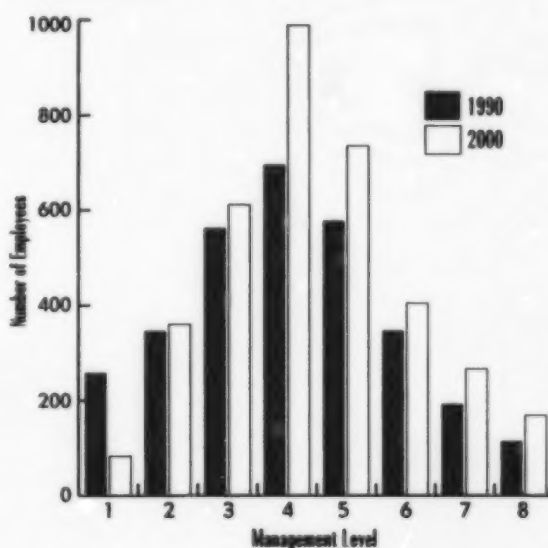
The Commission develops and maintains job evaluation plans across government. It has responsibility for ensuring job evaluation plans are implemented equitably in all ministries and agencies that are governed by the *Public Service Act*.

Job evaluation is a formal process in which management determines the relative value to be placed on different jobs within an organization. This relative value then determines the appropriate salary.

The Commission is responsible for consultation with bargaining-unit representatives in the construction of job evaluation plans and for the design and implementation of management plans and related compensation administration policy.

Job evaluation authority is vested in the Commission and delegated to designated

Employees in Management Level Positions



ministry staff. To accomplish equitable application of job evaluation plans, the Commission trains ministry personnel and conducts random audits. Some job evaluations are conducted by inter-ministry teams.

Year in Review

The new job evaluation plan covering approximately 30,000 BCGEU bargaining unit positions continued to be implemented on a government-wide basis.

An updating of the Management Job Evaluation Plan was completed.

The design of a new nurses job evaluation plan was finalized as part of contract negotiations.

Eighty classification appeals were finalized through dispute resolution processes. The Commission reviewed approximately 1,600 classification requests for non-delegated positions.

A joint ministry Commission approach was established to manage the application of the classification plan for licensed professional positions.

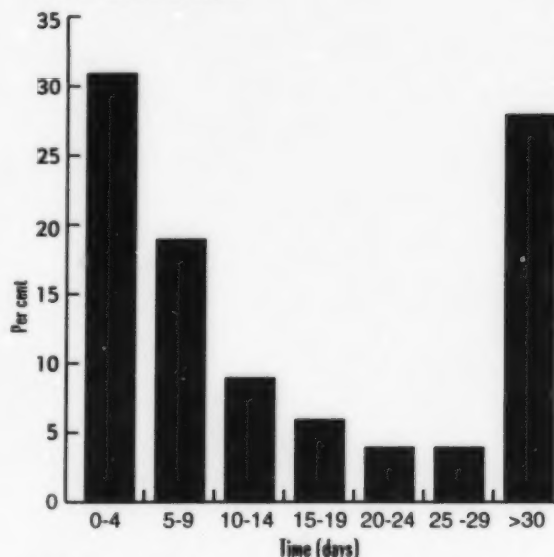
A Business Process Improvement project was initiated to streamline and improve business processes.

The Commission's classification and organization program cost \$1,239,000 and utilized 18.7 FTEs.

Key Activities Planned for 2000/2001

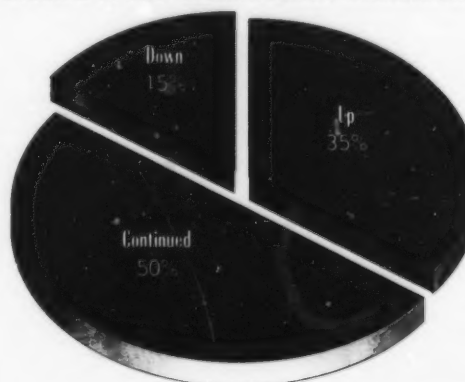
- Substantially complete the implementation of the new BCGEU classification plan.
- Complete implementation of the new nurses' job evaluation plan.

Turnaround Time for Job Classification



- Hold workshops to train designated employees in the application of job evaluation plans.
- Conduct a best practices review of the classification function and implement improvements.
- Expand Internet tools to manage the classification function.
- Complete phase 1 of the Business Process Improvement project.

Outcome of Job Classification Evaluation

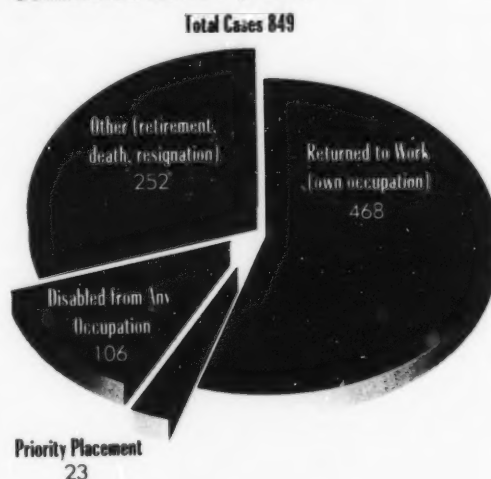


EMPLOYEE BENEFITS

Overview

The Commission is responsible for the development, implementation and management of public service employee benefit plans and programs. These plans and programs cover all eligible employees during active employment, while in receipt of long-term disability benefits and for some benefits, after retirement. The Commission manages and administers the plans, develops policy, and negotiates contracts with the insurance companies.

Result of Joint Rehabilitation Committee Review (1997)



Funding for the benefits is recovered as a percentage of payroll from the ministries. Crown corporations, agencies, boards and commissions that participate in these plans pay the costs of the benefits provided to their employees.

Great West Life is the private insurance carrier for Group Life and Long Term Disability, while Pacific Blue Cross is the carrier for Extended Health and Dental plans.

Employee and family benefits include:

Group Life Insurance, Air Travel Insurance, Extended Health and Dental Benefits, Deferred Salary Leave Program, Medical Services Plan of British Columbia, Employee Benefit Trust, and Judicial Benefit Trust.

Illness and injury benefits include: the Short Term Illness and Injury Plan, which is designed to continue part of employees' earnings in the event of inability to work due to illness or injury for up to seven months, and the Long Term Disability Plan, which provides employees with income if they become disabled due to illness or injury for longer than seven months.

Facilitating the return to work of ill or injured employees is accomplished through a program to manage health related absences focusing on early intervention, disability case management, work and work-site accommodations, retraining and alternate placement where necessary. Complicated cases are facilitated through the joint union/employer Rehabilitation Committee.

Workers' Compensation benefits are paid to employees who are ill or injured as a result of work-related accidents. The Commission assists ministries developing prevention programs and ensuring compliance with WCB regulations.

Government Employee Health Services (GEHS) provides clinical rehabilitation and occupational health assessment services to employees and their ministries to support the corporate disability management program, and the joint rehabilitation committee. Occupational health nurses work with employees and their doctors to support treatment and recovery and to identify options for safe, timely and reliable return to

work programs with ministry case managers. GEHS occupational health knowledge and skills are accessed by the Commission in corporate program and policy development and by ministries in the area of employee health and workplace safety. The division also manages and delivers pre-placement medical screening programs for safety sensitive occupations within government service.

As a requirement of the *Public Service Benefit Plan Act*, the Commission produces an annual report of its benefits programs.

Year in Review

The Commission concluded 43 excluded employee severance settlements that ranged from three to 24 months.

The Commission merged Benefits Policy with Payroll Services to form the Corporate Pay and Benefits Branch, providing corporate direction on payroll policy, leave administration and benefits.

In coordination with the Information Technology Services Division, the Commission completed Phase I of the electronic Leave Management Transaction form.

The group life beneficiary and optional spouse and dependent group life election processes were streamlined and automated. The original signed forms are now stored off-site while imaged copies are available for benefit administrators to access.

The Commission developed and obtained approval for a revised WCB Claims Management Strategy to further expand on cost containment activities and centralize claim appeal services.

Year one of the expanded British Columbia Employee Family Assistance Program to

provide assessment and counselling services for eligible employees was successfully implemented.

The Phase 1 Compliance Program, in conjunction with the BC Municipal Safety Association, to provide ministries with program guides for key provisions of the Occupational Health and Safety Regulation was successfully completed.

The Commission developed and piloted, in conjunction with the BCGEU, a Train the Trainer Program for Office Ergonomics.

The Commission delivered a training program for managers on disability case management to hundreds of employees in Victoria, Vancouver, Prince George, Kamloops and Kelowna. A training program on program fundamentals for front-line supervisors was also developed and piloted.

The Commission commenced work on the development of a Web-based computer system to support disability case management. The Rehabilitation, Health and Benefits (REHAB) database is a combined development project between two branches of the Commission (Government Employee Health Services and Illness and Injury Benefits) that will optimize information sharing, monitoring and reporting on case activities. The REHAB project will form the foundation for expansion in future years to users outside of the Commission.

For the most recent complete reporting year available, 1997, the joint Rehabilitation Committee reviewed 849 files of which 468 employees were able to return to their own occupations.

An emotional care clinical strategy was reviewed.

An Early Medical Intervention Program and Supervisor Training program was developed to improve engagement and access to programs by community care givers and employees.

There were 39 budgeted FTEs for Employee Benefits. Expenditures, including administrative costs, are recovered from ministries.

Key Activities Planned for 2000/2001

- Develop an online Pay Administration Manual to promote cross-government consistency throughout the payroll community.
- Review the Severance Administration and Travel Policies.
- Pilot routable version (Phase II) of the electronic Leave Management Transaction form.
- Implement expanded WCB claims management services, including representing the Employer on all claims appeals and cost recovery activities.
- Implement Phase 2 of BCMSA (BC Municipal Safety Association) project.
- Develop and implement an Occupational Health and Safety program guide for ministries and expand training activities for ergonomics and workplace violence prevention.
- Provide training and orientation sessions for supervisors on the British Columbia Employee Family Assistance Program.
- Deliver the Early Medical Intervention Program in an efficient manner with an ongoing focus on emotional and musculoskeletal conditions.
- Develop and pilot a workplace job coach program to assist recovering workers.
- Revise pre-placement medical evaluation standards and operating procedures for safety sensitive jobs.
- Implement a behavioural disability management pilot project.
- Complete phase 1 of the REHAB database to replace GEHS legacy systems.
- Perform risk evaluations on occupations in relation to infectious disease hazards; coordinate vaccination programs and record keeping programs for infectious disease exposure.
- Streamline and automate the extended health, dental and Medical Service Plan enrollment and change processes.
- Continue to computerize Long Term Disability and Rehabilitation Committee administrative functions as part of the REHAB database development project, with planned expansion to select ministry officials.
- Continue reviewing Rehabilitation Committee practices for better efficiencies and consultation with unions on administrative streamlining.
- Issue a request for proposal for administration of the Long Term Disability Plan beginning with a baseline and benchmark survey and analysis.

CENTRAL PAYROLL AND PERSONNEL INFORMATION

Overview

The Commission operates and maintains the Corporate Human Resource Information and Payroll System (CHIPS) and manages corporate information.

CHIPS, the computerized human resource management system, has been used across government since December 1995. The system is designed to support all aspects of human resources including payroll, leave, recruitment and training administration. The Commission staff provides ongoing technical support and training for about 1,800 staff in ministries and agencies across government.

In addition to CHIPS, the area is responsible for corporate information management, and other corporate applications such as the Applicant Inventory System and the Job Share Registry.

Year in Review

A Technical Architecture Plan for the Commission's technical operations of corporate government applications was developed. This plan streamlines, rationalizes and integrates the current diverse technical platforms and databases.

The Commission implemented 80 change and maintenance requests in the CHIPS application, which included negotiated collective agreement changes and tax updates. The Commission also provided ongoing support and training for CHIPS users.

The Commission continues to run a \$1.6 billion gross payroll.

All Y2K related activities and documentation were successfully completed. There was a 100 per cent success rate of rollovers during the transition period. On January 2, 2000, all systems were fully operational.

A new corporate reporting group responds to requests for corporate human resource information and investigates new reporting opportunities.

In July 1999, the Commission implemented Web-based corporate human resource and leave reports for ministries to replace monthly and quarterly manual distribution of the reports.

A new interface for the Superannuation Commission's Integrated Pension Adjustment System was developed.

In June 1999, the Commission implemented a new Web-based Job Share Registry for employees.

A Business Process Improvement (BPI) was initiated for Staffing and Classification. The objective of BPI is to identify and define areas of business operation that could be improved to ensure these processes and activities are consistently applied across ministries.

A Web-based orientation program was implemented for all new employees.

This area of the Commission costs \$10,093,158 (includes \$2,159,494 amortization expenses) and utilizes 39 FTEs.

Key Activities Planned for 2000/2001

- Review specifications for PeopleSoft 8.0, the principal software used by CHIPS, in preparation for the upgrade to this new version of the software in fall of 2001.
- Implement Oracle 8 to support Internet applications, such as PeopleSoft 8.0.
- Launch an initiative to consolidate all human resources and payroll information. This will markedly improve access to corporate information, particularly during collective bargaining.
- Implement recommendations of a three-year integrated technical architecture plan for the Commission's technical operations of corporate government applications.
- Initiate a systems development project to develop a new Web-based disability case management application for rehabilitation, health and benefits.
- Initiate a project to work with the Central Accounting System office to look at Business Intelligence/data warehousing/reporting tools that may serve both corporate applications. This project provides a mechanism for Phase 1 of a data warehouse/data mart.
- Undertake Business Process Improvement (BPI) for Employee Learning Services (ELS) and Payroll Operations and Information Management to identify and define all human resources business processes and identify areas which should be improved.
- Initiate the Chart of Accounts project to implement all changes required to utilize the new corporate Chart of Accounts. This includes rewriting the CHIPS interface to Oracle Financials and implementing project numbers in CHIPS.

INTERNAL MANAGEMENT AND SUPPORT SERVICES



COMMUNICATIONS & FREEDOM OF INFORMATION

Overview

The communications area provides a wide variety of services to the Commission and the Minister Responsible for the Public Service. Responsibilities include answering public queries, providing briefing materials and speeches for PSERC executive and the Minister, providing issues management, advising the program areas on all print and Web-based publications, coordinating corporate communications materials, and managing the Minister's events.

The Commission is responsible for processing Freedom of Information requests. Requests for information about arbitration files, severance payments, classification reviews, and government public service statistics come from ministries, MLAs, the media, and the public.

Year in Review

A total of 47 Freedom of Information requests were processed.

The area produced four major publications:

- Preventing Discrimination and Sexual Harassment in the Workplace

- Manager's Guide: Dealing with Complaints of Discrimination and Harassment
- Central Agency Review
- 1998/99 Annual Report, and
- Purchasing Process and Standards of Conduct in the Public Service.

The 1999/2000 Performance Plan was developed and posted on the Commission Web site.

The Commission Business Continuation Plan and Central Agency Review were completed.

The Commission promoted and celebrated Public Service Week in June 1999.

The Commission continued to develop and improve its Internet and Intranet Web sites.

This area of the Commission utilized the budget and FTEs of Employee Involvement, Recognition and Innovation.

Key Activities Planned for 2000/2001

- Coordinate and edit the development of three-year Commission, division and branch performance plans.
- Enhance the promotion and celebration of Public Service Week in June 2000.
- Develop a corporate publication package.

- Continue to manage and ensure quality standards are met on PSERC Internet and Intranet sites and revise Internet site as part of a government-wide project.

SYSTEMS SUPPORT

Overview

This program area of the Commission provides a wide range of operational support and administrative services critical to its efficient and effective operation. It maintains the Commission's computer infrastructure as well as developing and implementing computer applications.

Year in Review

The Commission provided continued improvement of the public Internet site and the internal Intranet site.

Highlights of software application development included a Web-based applicant inventory system to match applicant's skills with position vacancies and a Web-based system to assist employees interested in finding job-share partners.

The Commission's internal computer software and hardware were tested and adjusted so they would function properly in year 2000.

Monthly and quarterly standard reports on the demographics of the public service were produced.

In 1999/2000, this area of the Commission was budgeted for \$1,362,913 and nine FTEs.

Key Activities Planned for 2000/2001

- Ensure continuation after December 31, 1999 of all Commission operations, in particular the public service corporate human resources information payroll system.
- Develop a detailed plan to ensure continuation of all Commission operations if there is a disaster that destroys office space, assets and information.
- Prepare a Technical Architecture Plan for the Commission's computerized systems.

FINANCE AND ADMINISTRATION

Overview

The Finance and Administration Branch provided internal financial management, administrative and personnel services, as well as financial administration for government-wide programs.

Year in Review

The Finance and Administration area of the Commission had a budget of \$1,537,943 and 10.6 FTEs.

SUCCESSION PLANNING

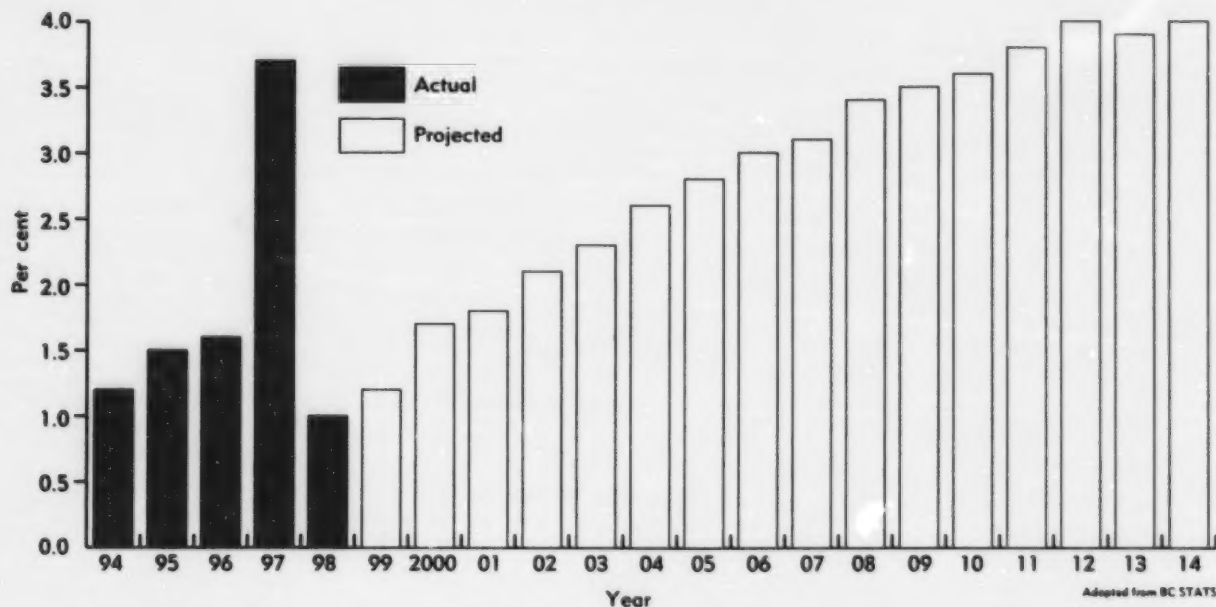
Over the next several years, an increasing proportion of the B.C. government workforce will reach retirement age. Projected retirement rates in ten years will be more than double the current level.

These changes will substantially impact human resource planning. To aid this process, BC STATS researched the recent turnover,

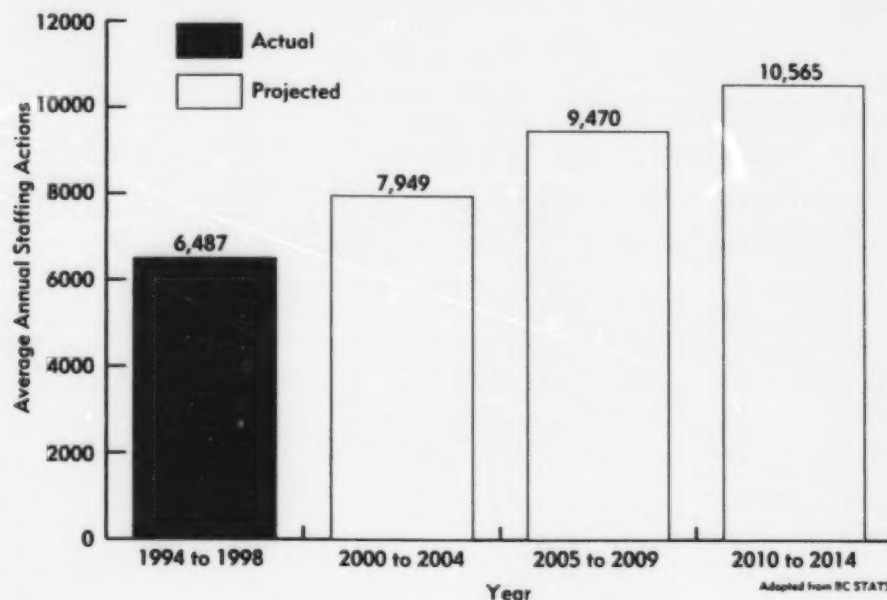
recruitment and career progression patterns in the B.C. public service. The following charts illustrate some of the general demographic trends in the workforce.

Some ministries have spent considerable time and effort on succession planning. An inter-ministry committee is developing a template for succession planning to help streamline the process.

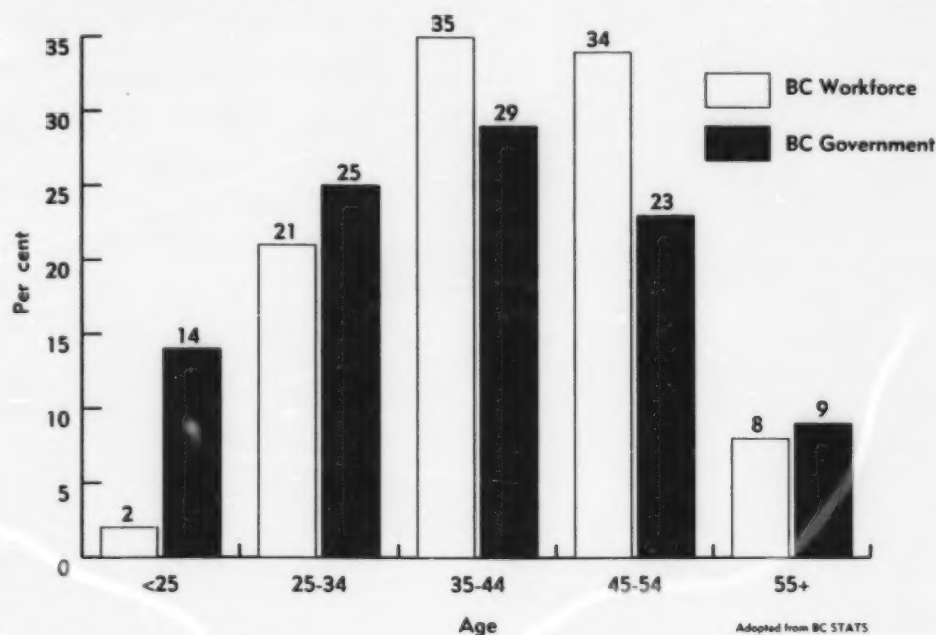
Succession Planning – Retirement Rate of Regular Employees



Succession Planning – Staffing Actions Based only on Increased Number of Retirements



Succession Planning – Age Distribution of B.C. Government Employees Compared to Overall B.C. Workforce (1999)



PERFORMANCE PLAN ACHIEVEMENTS IN 1999/2000

In 1998/1999, the Commission developed a business plan that included specific priorities and objectives for 1999/2000. A summary of those priorities and how well they were achieved is presented below. A more detailed summary is presented in a Report on the Public Service Employee Relations Commission's 1999/2000 Business Plan, available on the Internet at www.gov.bc.ca/pserc

Of a total of 32 objectives, 17 were completely achieved and 15 were partially achieved with most objectives being met in the following fiscal year.

PRIORITY A

Increase the representation of under-represented groups and youth in the public service

OBJECTIVES

Assist ministries to update 1999/2000 employment equity action plans, ensure numerical goals are established for equity groups, and monitor progress in increasing representation

Improve systems, tools and training to identify and/or remove barriers to equity groups

Speed the rate qualified equity group members are hired and developed in the public service

Assist ministries to set youth hire targets, use their Youth Program FTEs, and apply for a corporately funded pool of FTEs

STATUS

Achieved

Partially achieved

Partially achieved & ongoing

Achieved

PRIORITY B

Enhance employee learning to support the training and development of the public service, including the establishment of an executive development program

OBJECTIVES

STATUS

Ensure there is a qualified pool of potential executives	<i>Partially achieved</i>
Ensure Employee Learning Service programs are aligned with government strategic direction and ministry needs	<i>Achieved & ongoing</i>
Manage the development and delivery of competency-based learning programs	<i>Partially achieved</i>
Ensure the accountability of training by developing and applying evaluation tools and processes	<i>Partially achieved</i>
Assist managers and supervisors to develop an efficient and effective employee training and development program	<i>Achieved & ongoing</i>
Assist employees, particularly under-represented group members with career planning and career development	<i>Partially achieved</i>

PRIORITY C

Ensure successful implementation of gainsharing to contract review, work process improvements and sick time (STIIP/LTD) utilization rates

OBJECTIVES

STATUS

Support implementation of contract review component of gainsharing	<i>Achieved & ongoing</i>
Support implementation of Employee Recognition Program (ERP) component of gainsharing	<i>Achieved</i>
Support implementation of STIIP/LTD component of gainsharing	<i>Achieved & ongoing</i>

PRIORITY D

Assist ministries in meeting fiscal and human resource expectations regarding staffing activities

OBJECTIVES**STATUS**

Develop and maintain workforce adjustment strategies to meet changing public service requirements and provide assistance to organizations and employees impacted

Achieved & ongoing

Improve speed and efficiency of Recruitment Access Office referrals

Achieved

Assist ministries to prepare for competition appeal hearings; ensure identified corporate issues are appropriately represented

Partially achieved

Increase access to information on public service jobs

Achieved

Improve ministry staffing process through development of assessment tools for common classifications and consistent selection standards for specific classifications

Partially achieved

PRIORITY E

Streamline the processing of human resource and pay information to ensure reliable data is available to enable informed human resource management decision making

OBJECTIVES**STATUS**

Develop current and user-friendly Workforce Profile reports on employment equity

Achieved

Develop process for effective dissemination of corporate information through Intranet, and more effective sharing of human resources corporate data (consolidation of Commission systems)

Partially achieved & ongoing

Standardize payroll processes in ministries (Payroll Integration Project)

Achieved & ongoing

Develop one technical architecture plan for the Commission that will meet the demand of the corporate application and Web environment

Achieved

Improve case management coordinating between Government Employee Health Services (GEHS), CHIPS, Rehab. Committee, LTD, ministries (unions), etc.

Partially achieved

Train management employees on managing health related absences

Achieved

Define and standardize processes to allow consistent human resource (HR) business processes and workflow across the public service (business process improvement initiative)

Partially achieved

PRIORITY F

Improve the coordination and dissemination of the Commission's policy, directives and information

OBJECTIVES**STATUS**

Ensure personnel policy is current and available to human resource management personnel and employees

Partially achieved

Ensure all relevant memoranda and information from the Commission are readily available to Directors of Human Resources/Personnel

Achieved

Communicate policy, direction and advice in a usable format

Partially achieved & ongoing

Implement emotional case clinical strategy within GEHS

Partially achieved

Improve GEHS program engagement and access by community care givers and employees

Achieved

Ensure that clear, accurate information is available to all employees

Achieved & ongoing

Ensure that accountability for employment equity is clearly identified

Achieved & ongoing

PUBLIC SERVICE PROFILE



Public Service Employees by Employee Group, April 1, 2000

Bargaining Unit	Total	% of Government
BC Government and Service Employees' Union (BCGEU)	30,068	78
Professional Employees Association (PEA)	1,507	4
Nurses	1,013	3
Total Bargaining Unit	32,588	85
Excluded		
Management	3,990	10
OIC	230	<1
Other	1,665	4
Salaried Physicians	20	<1
Total Excluded	5,905	15
Total Government	38,493	100

Public Service Employees by Ministry - April 1, 2000

	Number	% of Government	Average Annual Salary (\$)
Aboriginal Affairs	181	<1	53,500
Advanced Education, Training & Technology	684	2	43,200
Agriculture and Food	325	<1	49,300
Attorney General	6,825	18	43,000
Children and Families	5,046	13	42,900
Community Development, Co-op & Volunteers	43	<1	50,300
Education	396	1	46,000
Employment & Investment	194	<1	52,100
Energy and Mines	366	<1	49,800
Environment, Lands and Parks	1,915	5	47,000
Finance	1,585	4	47,100
Fisheries	165	<1	48,000
Forests	4,015	10	47,000
Health	1,555	4	42,100
Labour	404	1	47,800
Municipal Affairs	452	1	47,100
Small Business, Tourism and Culture	543	1	42,800
Social Development and Economic Security	2,815	7	38,700
Transportation and Highways	2,476	6	42,700
Women's Equality	72	<1	48,400
Auditor General	94	<1	53,600
BC Assets and Land Corporation	198	<1	46,100
BC Benefits	22	<1	35,300
BC Investment Management Corporation	46	<1	54,300
BC Mental Health Society	1,578	4	37,700
BC Pension Corporation	275	<1	41,100
BC Utilities Commission	1	-	37,400
Child Advocate	10	<1	51,500
EAO/LUCO*	75	<1	52,900
Environmental Appeal Board/Forest Appeals Commission	9	<1	48,300
Forensic Psychiatric	451	1	40,600
Forest Practices Board	29	<1	56,200
Forest Renewal BC	118	<1	54,700
Industry, Training and Apprenticeship Commission	104	<1	44,800
Information and Privacy Commissioner	22	<1	56,900
Information, Science and Technology Agency	575	1	49,300
Intergovernmental Relations	2	-	34,100
Liquor Distribution Branch	3,428	9	34,300
Oak Bay Lodge	292	<1	34,000
Ombudsman	55	<1	57,100
Police Complaint Commissioner	8	<1	53,900
Premier's Office	37	<1	53,200
Product Sales and Service	334	<1	36,400
Provincial Capital Commission	30	<1	39,800
Public Sector Employers Council	5	<1	61,600
Public Service Employee Relations Commission	214	<1	50,300
Royal BC Museum	121	<1	41,500
Tillicum & Veterans Care Society	303	<1	34,600
Total	38,493	100	42,900

Salaries based on payroll data and rounded to nearest \$100 *Environmental Assessment Office/Land Use Coordination Office

Public Service Employees by Ministry,
and Employee Group - April 1, 2000

Public Service Employees by Ministry, and Employee Group - April 1, 2000	Total	Bargaining Unit				Excluded				As % of Ministry		
		Number	BCGEU	PEA	Nurses	Number	Mgmt*	OSC**	Other***	Barg Unit	All Excluded	Mgmt
Aboriginal Affairs	181	98	98	-	-	83	64	15	4	54	46	36
Advanced Education, Training & Technology	684	591	591	-	-	93	76	7	10	86	14	11
Agriculture and Food	325	268	175	93	-	57	45	9	3	82	18	14
Attorney General	6,825	5,036	4,988	1	47	1,789	692	8	1,089	74	26	10
Children and Families	5,046	4,738	4,514	48	176	308	282	14	12	94	6	6
Community Development, Co-op & Volunteers	43	21	21	-	-	22	13	7	2	49	51	30
Education	396	303	303	-	-	93	73	7	13	77	23	18
Employment & Investment	194	95	95	-	-	99	89	7	3	49	51	46
Energy and Mines	366	302	214	88	-	64	50	8	6	83	17	14
Environment, Lands and Parks	1,915	1,733	1,572	161	-	182	168	6	8	90	10	9
Finance	1,585	920	919	1	-	665	439	25	201	58	42	28
Fisheries	165	136	134	2	-	29	23	3	3	82	18	14
Forests	4,015	3,602	2,739	863	-	413	380	6	27	90	10	9
Health	1,555	1,311	1,292	13	6	244	212	7	25	84	16	14
Labour	404	213	213	-	-	191	143	39	9	53	47	35
Municipal Affairs	452	383	373	10	-	69	56	4	9	85	15	12
Small Business, Tourism and Culture	543	422	422	-	-	121	110	6	5	78	22	20
Social Development and Economic Security	2,815	2,675	2,675	-	-	140	128	5	7	95	5	5
Transportation and Highways	2,476	2,248	2,121	124	3	228	205	6	17	91	9	8
Women's Equality	72	46	46	-	-	26	18	7	1	64	36	25
Auditor General	94	-	-	-	-	94	81	-	13	0	100	86
BC Assets and Land Corporation	198	153	107	46	-	45	42	-	3	77	23	21
BC Benefits	22	21	21	-	-	1	1	-	-	95	5	5
BC Investment Management Corporation	46	-	-	-	-	46	27	-	19	-	100	59
BC Mental Health Society	1,578	1,549	989	32	528	29	27	-	2	98	2	2
BC Pension Corporation	275	251	251	-	-	24	20	-	4	91	9	7
BC Utilities Commission	1	-	-	-	-	1	-	-	1	-	100	-
Child Advocate	10	-	-	-	-	10	5	-	5	-	100	50
EAO/LUCO****	75	43	42	1	-	32	30	-	2	57	43	40
Environmental Appeal Board/Forest	9	4	4	-	-	5	1	-	4	44	56	11
Appeals Commission												
Forensic Psychiatric	451	444	254	14	176	7	7	-	-	98	2	2
Forest Practices Board	29	12	12	-	-	17	15	-	2	41	59	52
Forest Renewal BC	118	64	64	-	-	54	50	-	4	54	46	42
Industry, Training and Apprenticeship Commission	104	95	95	-	-	9	7	1	1	91	9	7
Information and Privacy Commissioner	22	-	-	-	-	22	13	-	9	-	100	59
Information, Science and Technology Agency	575	475	475	-	-	100	90	2	8	83	17	16
Intergovernmental Relations	2	1	1	-	-	1	-	-	1	50	50	-
Liquor Distribution Branch	3,428	3,308	3,308	-	-	120	119	-	1	96	4	3
Oak Bay Lodge	292	284	242	-	42	8	6	-	2	97	3	2
Ombudsman	55	-	-	-	-	55	36	-	19	-	100	65
Police Complaint Commissioner	8	-	-	-	-	8	5	-	3	-	100	63
Premier's Office	37	2	2	-	-	35	5	25	5	5	95	14
Product Sales and Service	334	310	303	7	-	24	23	-	1	93	7	7
Provincial Capital Commission	30	27	27	-	-	3	3	-	-	90	10	10
Public Sector Employers Council	5	-	-	-	-	5	3	-	2	-	100	60
Public Service Employee	214	1	1	-	-	213	108	6	99	-	100	50
Relations Commission												
Royal BC Museum	121	112	112	-	-	9	9	-	-	93	7	7
Tillicum & Veterans Care Society	303	291	253	3	35	12	11	-	1	96	4	4
Total	38,493	32,588	30,068	1,507	1,013	5,905	4,010	230	1,665	85	15	10

*Includes salaried physicians / **Order in Council appointments / ***Includes: schedule A admin support employees exempted from the union due to confidential nature of work performed, legal counsel, articling students, exec secretaries and judicial admin assistants / ****Environmental Assessment Office/Land Use Coordination Office

Public Service Employees by Employee Group, Salary and Gender - April 1, 2000

Bargaining Unit	Total				Regular				Auxiliary			
	Number	% of Group	Average Annual Salary (\$)	Female Salary as % of Male	Number	% of Group	Average Annual Salary (\$)	Female Salary as % of Male	Number	% of Group	Average Annual Salary (\$)	Female Salary as % of Male
*BCGEU												
Male	11,990	40	41,700		10,502	41	43,000		1,488	33	32,600	
Female	18,078	60	36,800	88	15,075	59	37,900	88	3,003	67	31,300	96
Total	30,068	100	38,800		25,577	100	40,000		4,491	100	31,700	
Professional Employees' Association (PEA)												
Male	1,228	81	56,300		1,216	82	56,400		12	57	51,400	
Female	279	19	53,900	96	270	18	54,100	96	9	43	48,300	94
Total	1,507	100	55,900		1,486	100	56,000		21	100	50,100	
Nurses												
Male	267	26	42,900		237	29	43,500		30	16	38,400	
Female	746	74	41,900	98	594	71	42,700	98	152	84	38,700	101
Total	1,013	100	42,100		831	100	42,900		182	100	38,700	
Total Bargaining Unit												
Male	13,485	41	43,100		11,955	43	44,400		1,330	33	32,800	
Female	19,103	59	37,300	86	15,939	57	38,400	86	3,164	67	31,700	96
Total	32,588	100	39,700		27,894	100	41,000		4,694	100	32,000	
Included												
Management												
Male	2,377	60	67,100		2,351	60	67,200		26	45	56,600	
Female	1,613	40	61,600	92	1,581	40	61,800	92	32	55	51,300	91
Total	3,990	100	64,900		3,932	100	65,000		58	100	53,700	
**OIC												
Male	72	31	63,600		72	32	63,600		-	-	-	
Female	158	69	48,200	76	155	68	48,600	76	3	100	28,500	-
Total	230	100	53,000		227	100	53,300		3	100	28,500	
Salaried Physicians												
Male	15	75	105,200		15	75	105,200		-	-	-	
Female	5	25	101,000	96	5	25	101,000	96	-	-	-	-
Total	20	100	104,100		20	100	104,100		-	100	-	
***Other												
Male	475	29	65,300		379	27	70,900		96	40	43,000	
Female	1,190	71	44,600	68	1,043	73	45,700	64	147	60	36,900	86
Total	1,665	100	50,500		1,422	100	52,400		243	100	39,300	
Total Excluded												
Male	2,939	50	66,900		2,817	50	67,800		122	40	45,900	
Female	2,966	50	54,100	81	2,784	50	55,100	81	182	60	39,300	86
Total	5,905	100	60,500		5,601	100	61,500		304	100	41,900	
Total Government												
Male	16,424	43	47,400		14,772	44	48,900		1,652	33	33,800	
Female	22,069	57	39,500	83	18,723	56	40,900	84	3,346	67	32,100	95
Total	38,493	100	42,900		33,495	100	44,400		4,998	100	32,700	

*BC Government and Service Employees' Union / **Order in Council appointments / ***Includes: schedule A admin support employees exempted from the union due to confidential nature of work performed, legal counsel, articling students, exec secretaries and judicial admin assistants / Salaries rounded to nearest \$100

Public Service Employees by Employee Group, Gender and Age - April 1, 2000

	<25 Years		25-34 Years		35-44 Years		45-54 Years		55-64 Years		>64 Years		All Ages		Average Age
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
Bargaining Unit															
*BCGEU															
Male	269	2	2,292	19	3,815	32	4,415	37	1,197	10	2	<1	11,990	100	43
Female	485	3	3,983	22	6,339	35	5,758	32	1,512	8	1	<1	18,078	100	42
Total	754	3	6,275	21	10,154	34	10,173	34	2,709	9	3	<1	30,068	100	42
Professional Employees' Association (PEA)															
Male	3	<1	100	8	469	38	503	41	153	12	-	-	1,228	100	45
Female	1	<1	76	27	138	49	58	21	6	2	-	-	279	100	39
Total	4	<1	176	12	607	40	561	37	159	11	-	-	1,507	100	44
Nurses															
Male	2	<1	29	11	61	23	100	37	75	28	-	-	267	100	48
Female	9	1	154	21	184	25	263	35	136	18	-	-	746	100	44
Total	11	1	183	18	245	24	363	36	211	21	-	-	1,013	100	45
Total Bargaining Unit															
Male	274	2	2,421	18	4,345	32	5,018	37	1,425	11	2	<1	13,485	100	43
Female	495	3	4,213	22	6,661	35	6,079	32	1,654	9	1	<1	19,103	100	42
Total	769	2	6,634	20	11,006	34	11,097	34	3,079	9	3	<1	32,588	100	42
Excluded															
Management															
Male	2	<1	91	4	566	24	1,358	57	358	15	2	<1	2,377	100	48
Female	4	<1	172	11	572	35	721	45	144	9	-	-	1,613	100	45
Total	6	<1	263	7	1,138	29	2,079	52	502	13	2	<1	3,990	100	47
**OIC															
Male	1	1	13	18	18	25	34	47	6	8	-	-	72	100	44
Female	7	4	37	23	43	27	57	36	14	9	-	-	158	100	42
Total	8	3	50	22	61	27	91	40	20	9	-	-	230	100	42
Salaried Physicians															
Male	-	-	-	-	2	13	5	33	8	53	-	-	15	100	54
Female	-	-	-	-	1	20	3	60	1	20	-	-	5	100	50
Total	-	-	-	-	3	15	8	40	9	45	-	-	20	100	53
***Other															
Male	11	2	96	20	158	33	160	34	50	11	-	-	475	100	42
Female	26	2	303	25	410	34	343	29	107	9	1	<1	1,190	100	41
Total	37	2	399	24	568	34	503	30	157	9	1	<1	1,665	100	41
Total Excluded															
Male	14	<1	200	7	744	25	1,557	53	422	14	2	<1	2,939	100	47
Female	37	1	512	17	1,026	35	1,124	38	266	9	1	<1	2,966	100	43
Total	51	<1	712	12	1,770	30	2,681	45	688	12	3	<1	5,905	100	45
Total Government															
Male	288	2	2,621	16	5,089	31	6,575	40	1,847	11	4	<1	16,424	100	44
Female	532	2	4,725	21	7,687	35	7,203	33	1,920	9	2	<1	22,069	100	42
Total	820	2	7,346	19	12,776	33	13,778	36	3,767	10	6	<1	38,493	100	43

*BC Government and Service Employees' Union / **Order in Council appointments / ***Includes: schedule A admin support employees exempted from the union due to confidential nature of work performed, legal counsel, articling students, exec secretaries and judicial admin assistants / Salaries rounded to nearest \$100

Public Service Employees by Ministry
and Gender - April 1, 2000

	Female Employees			Male Employees			Total Employees			Female Salary as % Of Male Salary
	Number	%	Average Annual Salary (\$)	Number	%	Average Annual Salary (\$)	Number	%	Average Annual Salary (\$)	
Aboriginal Affairs	114	63	49,200	67	37	61,000	181	100	53,500	81
Advanced Education, Training & Technology	512	75	40,700	172	25	50,700	684	100	43,200	80
Agriculture and Food	156	48	42,100	169	52	56,000	325	100	49,300	75
Attorney General	3,913	57	40,600	2,912	43	46,300	6,825	100	43,000	88
Children and Families	3,642	72	41,500	1,404	28	46,500	5,046	100	42,900	89
Community Development, Co-op & Volunteers	34	79	47,000	9	21	62,600	43	100	50,300	75
Education	272	69	42,400	124	31	54,100	396	100	46,000	78
Employment & Investment	102	53	43,000	92	47	62,100	194	100	52,100	69
Energy and Mines	162	44	40,300	204	56	57,300	366	100	49,800	70
Environment, Lands and Parks	726	38	40,600	1,189	62	50,900	1,915	100	47,000	80
Finance	911	57	42,600	674	43	53,100	1,585	100	47,100	80
Fisheries	56	34	41,500	109	66	51,300	165	100	48,000	81
Forests	1,403	35	40,500	2,612	65	50,500	4,015	100	47,000	80
Health	1,151	74	38,600	404	26	51,900	1,555	100	42,100	74
Labour	261	65	41,600	143	35	59,000	404	100	47,800	71
Municipal Affairs	203	45	40,700	249	55	52,300	452	100	47,100	78
Small Business, Tourism and Culture	368	68	39,300	175	32	50,000	543	100	42,800	79
Social Development and Economic Security	2,299	82	37,800	516	18	42,900	2,815	100	38,700	88
Transportation and Highways	768	31	37,800	1,708	69	45,000	2,476	100	42,700	84
Women's Equality	67	93	48,500	5	7	46,800	72	100	48,400	104
Auditor General	45	48	43,700	49	52	62,700	94	100	53,600	70
BC Assets and Land Corporation	110	56	39,100	88	44	54,900	198	100	46,100	71
BC Benefits	18	82	34,200	4	18	40,200	22	100	35,300	85
BC Investment Management Corporation	23	50	40,000	23	50	68,500	46	100	54,300	58
BC Mental Health Society	1,089	69	37,400	489	31	38,600	1,578	100	37,700	97
BC Pension Corporation	212	77	39,300	63	23	47,200	275	100	41,100	83
BC Utilities Commission	1	100	37,400	-	-	-	1	100	37,400	-
Child Advocate	8	80	46,800	2	20	70,500	10	100	51,500	66
EAO/LUCO*	44	59	45,500	31	41	63,400	75	100	52,900	72
Environmental Appeal Board/Forest Appeals Commission	6	67	47,000	3	33	50,900	9	100	48,300	92
Forensic Psychiatric	234	52	39,300	217	48	41,900	451	100	40,600	94
Forest Practices Board	12	41	42,100	17	59	66,300	29	100	56,200	63
Forest Renewal BC	62	53	47,000	56	47	63,400	118	100	54,700	74
Industry, Training and Apprenticeship Commission	53	51	37,500	51	49	52,400	104	100	44,800	72
Information and Privacy Commissioner	15	68	50,100	7	32	71,600	22	100	56,900	70
Information, Science and Technology Agency	277	48	43,000	298	52	55,200	575	100	49,300	77
Intergovernmental Relations	2	100	34,100	-	-	-	2	100	34,100	-
Liquor Distribution Branch	1,822	53	32,500	1,606	47	36,300	3,428	100	34,300	89
Oak Bay Lodge	241	83	34,100	51	17	33,600	292	100	34,000	102
Ombudsman	38	69	52,300	17	31	67,800	55	100	57,100	77
Police Complaint Commissioner	5	63	44,300	3	38	69,900	8	100	53,900	63
Premier's Office	27	73	49,500	10	27	63,400	37	100	53,200	78
Product Sales and Service	147	44	34,900	187	56	37,600	334	100	36,400	93
Provincial Capital Commission	19	63	35,200	11	37	47,800	30	100	39,800	74
Public Sector Employers Council	4	80	47,100	1	20	119,900	5	100	61,600	39
Public Service Employee Relations Commission	153	71	45,100	61	29	63,500	214	100	50,300	71
Royal BC Museum	64	53	37,500	57	47	46,000	121	100	41,500	82
Tillicum & Veterans Care Society	218	72	34,600	85	28	34,700	303	100	34,600	100
Total	22,069	57	39,500	16,424	43	47,400	38,493	100	42,900	83

*Environmental Assessment Office/Land Use Coordination Office / Salaries rounded to nearest \$100

Public Service Excluded Employees by Group and Type - April 1, 2000

	Total			Regular		Auxiliary	
	Number	Total as % of	Average Annual Salary (\$)	Number	Average Annual Salary (\$)	Number	Average Annual Salary (\$)
Management							
Deputy Minister	43	1	126,500	43	126,500	-	-
Associate Deputy Minister	3	<1	102,400	3	102,400	-	-
Assistant Deputy Minister	79	2	95,500	79	95,500	-	-
Management Levels 1-12	3,863	97	63,500	3,805	63,700	58	53,700
Legal Officer	1	<1	84,100	1	84,100	-	-
BCSC Manager	1	<1	73,200	1	73,200	-	-
Total	3,990	100	64,900	3,932	65,000	58	53,700
NIC							
Category B*	79	34	35,100	76	35,400	3	28,500
Senior Executive Secretary	3	1	41,600	3	41,600	-	-
Executive Secretary	-	-	-	-	-	-	-
Administrative Assistant	23	10	46,200	23	46,200	-	-
Ministerial Assistant	33	14	60,100	33	60,100	-	-
Executive Assistant	19	8	47,500	19	47,500	-	-
Court Reporter	-	-	-	-	-	-	-
Other	73	32	73,200	73	73,200	-	-
Court Referee	-	-	-	-	-	-	-
Total	230	100	53,000	227	53,300	3	28,500
Salaried Physicians							
Specialist	3	15	95,800	3	95,800	-	-
Administrator	17	85	105,600	17	105,600	-	-
Total	20	100	104,100	20	104,100	-	-
Other							
Schedule A**	852	51	35,900	692	36,900	160	31,400
Senior Executive Secretary	34	2	42,500	34	42,500	-	-
Executive Secretary	98	6	39,000	96	39,000	2	39,200
Articled Student	-	-	-	-	-	-	-
<60 Statutory	-	-	-	-	-	-	-
Legislative Library	-	-	-	-	-	-	-
Judicial Administrative	72	4	36,700	70	36,700	2	34,400
Legal Counsel	609	37	74,900	530	77,800	79	55,500
Total	1,665	100	50,500	1,422	52,400	243	39,300
Total Excluded	5,905	100	60,500	5,601	61,500	304	41,900

*Administrative support - Minister's office / **Bargaining unit classifications excluded from union membership due to confidential nature of work / Salaries rounded to nearest \$100

Public Service Management Employees by Level and Gender - April 1, 2000

Management	Gender	Number	As % of Level	As % of Total Management	Average Annual Salary (\$)	Female Salary as % of Male Salary
1	Male	34	18	1	43,500	99
	Female	153	82	9	43,200	
	Total	187	100	5	43,200	
2	Male	152	42	6	50,600	99
	Female	214	58	13	50,200	
	Total	366	100	9	50,300	
3	Male	310	49	13	56,100	99
	Female	320	51	20	55,800	
	Total	630	100	16	56,000	
4	Male	608	63	26	62,300	99
	Female	355	37	22	61,600	
	Total	963	100	24	62,000	
5	Male	509	67	21	66,600	100
	Female	254	33	16	66,400	
	Total	763	100	19	66,500	
6	Male	308	70	13	72,000	99
	Female	133	30	8	71,600	
	Total	441	100	11	71,900	
7	Male	205	70	9	77,700	100
	Female	89	30	6	77,600	
	Total	294	100	7	77,700	
8	Male	137	76	6	83,600	100
	Female	43	24	3	83,600	
	Total	180	100	5	83,600	
9	Male	23	59	<1	88,500	104
	Female	16	41	<1	91,800	
	Total	39	100	<1	89,800	
10	Male	43	70	2	96,300	99
	Female	18	30	1	94,900	
	Total	61	100	2	95,900	
11	Male	15	100	<1	101,000	
	Female	-	-	-	-	
	Total	15	100	<1	101,000	
12	Male	30	65	1	123,600	103
	Female	16	35	<1	127,600	
	Total	46	100	1	125,000	
Under Review/ Unknown	Male	3	60	<1	65,800	99
	Female	2	40	<1	65,100	
	Total	5	100	<1	65,500	
Total	Male	2,377	60	100	67,100	92
	Female	1,613	40	100	61,600	
	Total	3,990	100	100	64,900	

Salaries rounded to nearest \$100

Movement of Employees – January 1999 - January 2000

	Regular						Auxiliary					
	Women		Men		Total		Women		Men		Total	
	Number	Rate%	Number	Rate%	Number	Rate%	Number	Rate%	Number	Rate%	Number	Rate%
Hiring												
Hired from outside ²	493	2.7	283	1.9	776	2.4	2,278	54.4	2,136	72.5	4,414	61.9
Changed status from auxiliary to regular ¹	783	4.3	342	2.3	1,125	3.4						
Total new regulars to public service	1,276	7.0	625	4.3	1,901	5.8						
Separations												
Retired	94	0.5	111	0.8	205	0.6	5	0.1	3	0.1	8	0.1
Left BC Government for other reasons ²	586	3.3	436	3.0	1,022	3.1	1,427	34.1	1,695	57.6	3,122	43.8
Total Separations	680	3.8	547	3.7	1,227	3.8	1,432	34.2	1,698	57.7	3,130	43.9
Changed status from auxiliary to regular ¹							783	18.7	342	11.6	1,125	15.8
Total flow out of auxiliary							2,215	52.9	2,040	69.3	4,255	59.7
Promotions												
Promoted within same ministry	1,883	10.4	1,108	7.6	2,991	9.1	151	3.6	104	3.5	255	3.6
Promoted from other ministry	287	1.6	150	1.0	437	1.3	22	0.5	15	0.5	37	0.5
Total promotions	2,170	11.9	1,258	8.6	3,428	10.5	173	4.1	119	4.0	292	4.1

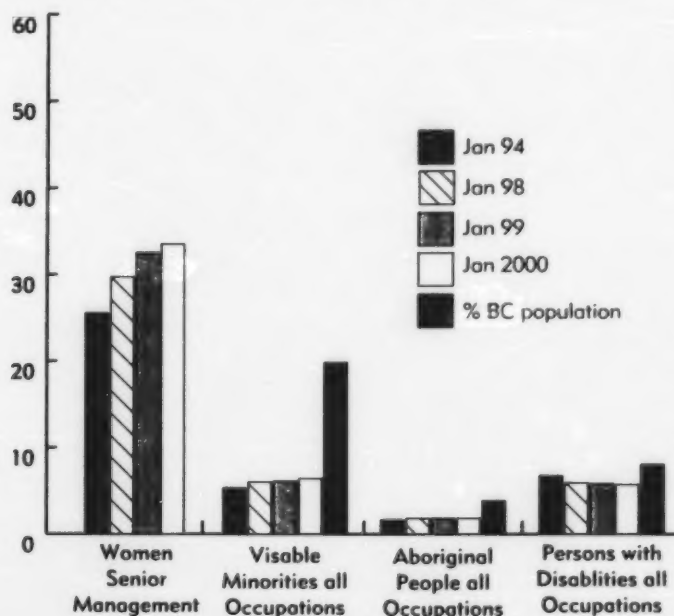
1 Any employee who both moved between ministries and changed from auxiliary to regular is only counted once as "Moved to/from other ministry"

2 Include employees who are on seasonal recall/layoff

3 The auxiliary hiring and separation rates represent the movement of auxiliaries in and out of the public service. The rate may be greater than 100% if the total has turned over more than once during the time period.

Adapted from BC STATS

Under-represented Groups of Employees – January 1994 - January 2000



Employees Hired from Under-Represented Groups – January 1998 - January 2000

	January 1998- January 1999		January 1999- January 2000	
	# Hired*	% of total hired	# Hired	% of total hired
Visible Minorities	167	9.0	229	12.0
Aboriginal People	64	3.5	40	2.1
Persons with Disabilities	41	2.2	55	2.9
**Total Hired	1,853		1,901	

hired includes all employees who changed status from auxiliary to regular /

** Total includes all employees hired, not just under-represented groups /

Adapted from BC STATS

Hiring Rates for Regular Employees in Under-Represented Groups –
January 1996 - January 2000

	All Government %	Aboriginal %	Visible Minorities %	Employees with Disabilities %
January 1996	9.8	11.9	9.3	5.9
January 1997	7.8	8.0	9.4	3.6
January 1998	4.4	4.7	6.0	2.5
January 1999	5.7	10.8	8.4	2.2
January 2000	5.8	6.6	10.8	3.0

Hiring rate is the number of employees hired in the previous 12 months expressed as a percentage of the total number of employees employed at the end of the 12 months. The rate includes employees who changed status from auxiliary to regular

Employee Insurance Benefits Costs

Benefit	1994-95		1995-96		1996-97		1998-99		1999-00*	
	Cost \$M	% Change	Cost \$M	% Change	Cost \$M	% Change	Cost \$M	% Change	Cost \$M	% Change
Extended Health	10.5	39.3	12.8	21.8	14.0	9.6	21.2	51.4		
Dental	30.0	4.6	32.9	9.5	33.2	1.2	30.1	(9.3)		
Medical	30.2	5.1	32.6	7.8	33.6	3.3	31.8	(5.3)		
Group Life	7.5	(8.6)	9.3	24.4	8.5	(8.0)	8.0	(5.8)		
Long Term Disability	23.2	9.1	25.9	11.7	27.4	5.5	28.6	4.3		
TOTAL	101.4		113.5		116.7		119.7			

This table reflects the cost for all members in the plans and includes participating public sector as well as public service employees.

*Will be reported in 2000-2001 annual report

Job Competitions Posted Across Government – 1999-2000

Job competition information for 1999/2000 is unavailable due to technical problems. It will be included in the 2000/2001 annual report.

PSERC EXPENDITURES

Commission Operations	1999/2000 (\$'000)
Salaries and Benefits	8,774
Operating Costs	8,070
Asset Acquisitions (i.e. furniture)	39
Grants and Contributions	73
Recoveries	(4,772)
Sub Total	12,184
Pension and Employee Benefits Administration	
Provincial Pension	121,250
Miscellaneous Statutory Items	6,000
Canada Pension	38,291
Members of the Legislative Assembly Superannuation	800
Death and Retiring Benefits	2,300
Extended Health and Dental Benefits	53,500
Group Insurance	8,000
Medical Services Plan	32,000
Long Term Disability	25,000
Unemployment Insurance	43,261
Workers' Compensation	6,500
Employee Assistance Program Administration	1,000
Other Benefits	14,692
Recoveries from Special Offices and Ministries	(352,593)
Sub Total	1
Total	12,185
Commission Capital	
Capital Asset Acquisitions (i.e. computers)	740
Pension and Employee Benefits Administration - Capital	
Capital Asset Acquisitions	2,335
Total Capital Acquisitions	3,075

1999
2000

PUBLIC SERVICE EMPLOYEE RELATIONS COMMISSION



ANNUAL REPORT



APPENDICES

APPENDIX A

LEGISLATION ADMINISTERED

Public Service Act

The *Public Service Act* was revised in 1993, following recommendations by the Korbin Commission of Inquiry into the Public Service and Public Sector. The Act established the Commission as a new centralized human resource agency responsible for all personnel and labour relations matters in the public service. Under the Act, the Commission has the authority to delegate some or all of these human resources functions to ministries. This gave the Commission new responsibilities such as employment equity, management and executive development, and a new human resource management information system. The Act established a new appeal body, the Public Service Appeal Board, to hear appeals from appointment decisions.

Public Service Labour Relations Act

The *Public Service Labour Relations Act* regulates specific labour relations matters in the provincial government. The Act allows for employees to be included in one of three bargaining units for the purposes of collective bargaining – one for nurses, one for professionals and one for the rest of the public service. The Act covers such things

as union certification, master and component agreements, exclusions from bargaining units, and the content of collective agreements.

Public Service Benefit Plan Act

The *Public Service Benefit Plan Act*, 1979, allows the provincial government to provide group benefits and other insurance coverage to employees of ministries, Crown corporations, agencies, boards and commissions. A variety of benefits are included under the act including group life insurance, extended health insurance, dental plan benefits, long-term disability benefits, and coverage under the provincial medical plan. Under the Act, the government may enter into contracts with insurance companies to provide these benefits, appropriate money to fund the coverage, and set regulations regarding the terms of the insurance benefits created under the Act.

Public Service Bonding Act

The *Public Service Bonding Act* was created in 1979 from the consolidation of two acts, the *Public Officer's Security Act* (1918) and the *Custody of Security Act* (1940). The *Public Service Bonding Act* is currently under review to determine its applicability in today's environment.

APPENDIX B

PUBLICATIONS

1995/96 Annual Report Public Service Employee Relations Commission

1996/97, 1997/98 Annual Report Public Service Employee Relations Commission

1998/99 Annual Report Public Service Employee Relations Commission

Discrimination and Harassment (brochure)

Dealing with Complaints of Discrimination and Harassment, A Practical Guide for Managers

Preventing Harassment in the Workplace (booklet)

Protection of Workers from Violence in the Workplace (booklet)

Preventing Workplace Violence, A guide for the B.C. Public Service

Prevention Guidelines for Strain Injuries in the Office Environment (booklet produced jointly with BCGEU)

Employee Benefits Guide

Public Service Benefit Plan Act 22nd Annual Report year ended March 31, 1998
(previous reports available)

Rehabilitation and Returning to Work Following an Injury (brochure)

Employee and Family Assistance Program (brochure)

Ideas Shine – Employee Recognition Program (brochure)

Results & Recognition – Employee Recognition Program (newsletter)

Learning Programs Dates and Locations – Employee Learning Services (guide)

Postings (bi-weekly tabloid of employment opportunities in the B.C. public service)

Standards of Conduct for Public Service Employees (brochure)

Preventing Discrimination and Sexual Harassment in the Workplace

Manager's Guide: Dealing with Complaints of Discrimination and Harassment

Central Agency Review

Purchasing Process and Standards of Conduct in the Public Service

These publications are available at www.gov.bc.ca/pserc

APPENDIX C**GLOSSARY OF TERMS**

arbitration – dispute resolution method where an independent, neutral third person is appointed to hear the arguments of all parties and render a binding decision

auxiliary position – position where the work is not of a continuous nature

bargaining unit – a unit of employees deemed appropriate for collective bargaining under legislation

BCGEU – British Columbia Government and Service Employees' Union

BCNU – British Columbia Nurses Union

CHIPS – Corporate Human Resource Information and Payroll System

collective agreement – contract that is the result of collective bargaining

collective bargaining – negotiation of wages and other issues by a bargaining unit

competencies – the characteristics of an individual that underly performance or behaviour at work

competition – a formal assessment of applicants for a vacant position

competition appeal – the formal grievance process provided for an unsuccessful applicant in a competition who believes the principle of merit has not been met

contract review – identification of contracts for services that can be performed by employees in a more cost-effective manner; one of the gainshare initiatives

ERP – Employee Recognition Program

excluded employees – employees who are excluded from collective bargaining

FTE (Full Time Equivalent) – employment of one person for one full year or equivalent. For example, two half-time employees working for one year would be one FTE

gainsharing – A variable compensation system that measures employee-generated savings and shares them between the employer and the employee based on a predetermined formula

GEHS – Government Employee Health Services

grievance – a complaint from an employee alleging a violation of a collective agreement

in-service – job competitions limited to eligible B.C. government employees

job classification – a hierarchical structure of jobs, usually arranged into classes or pay grades according to some form of job evaluation

job evaluation – a formal process in which management determines the relative value of different jobs within an organization

lateral transfers – movement of an employee from one position to another which does not constitute a demotion or a promotion

LTD – Long-Term Disability Plan is a benefit plan for employees who are unable to work because of illness or injury for longer than seven months

merit – personal assessment based on competency which includes the following factors: education, experience, knowledge, skills, past work performance and continuous service. Patronage is not a factor

out-of-service – job competitions open to the public and B.C. government employees

PEA – Professional Employees' Association

reasonable accommodation – a legal term where an employer must take reasonable measures to accommodate an employee with a special need or disability

regular position – a position where the work is of a continuous full-time or part-time nature

rehab committee – Rehabilitation Committee, the union/management committee that reviews illness and injury cases and recommends rehabilitation plans

severance – an employee is terminated with a notice period or paid an amount of money instead of a notice period

STIIP – Short-Term Illness & Injury Plan is a benefit plan for employees who are unable to work because of illness or injury for less than seven months

UMSCEE – Union Management Steering Committee on Employment Equity

under-represented groups – groups of employees whose representation in the public service or a particular part of the public service is lower than the population as a whole. The provincial government identifies four under-represented groups: women in non-traditional occupations, aboriginal people, visible minorities and persons with disabilities

UPN – Union of Psychiatric Nurses

WCB – Workers' Compensation Board

workforce adjustment – activities involved in finding alternate jobs for employees whose positions are made surplus

YK2 – Year 2000